

## **Complaint about childcare provision**

Ref: EY424752/5188339

Date: 3 August 2022

### **Summary of outcome**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 1 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 18 July 2022:

- ensure that at least one person who has a current paediatric first aid (PFA) certificate is on the premises at all times and that paediatric trained staff are deployed effectively to be able to respond to emergencies quickly
- ensure records are easily accessible and available, with specific reference to information about the identity and vetting processes that have been completed for each member of staff, including the criminal records check reference number, the date a check was obtained and details of who obtained it.

On 19 July 2022, we visited the provider to monitor these actions. We found the provider had met some of the safeguarding and welfare actions but not others. The provider had put arrangements in place to ensure that records are easily accessible and available. However, the provider had not ensured that staff who take children on outings or school runs have appropriate paediatric first-aid certificates.

Additionally, during the visit, we found a new area of concern. This means that the provider was not meeting another requirement as set out in the Statutory framework for the early years foundation stage.

In relation to these areas of concern, we have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 1 August 2022:

- ensure that at least one person who has a current paediatric first aid (PFA) certificate is on the premises at all times and that paediatric first-aid trained staff are deployed effectively to be able to respond to emergencies quickly, including when accompanying children outside of the setting
- devise and implement an effective policy for the safe use of mobile phones and cameras.

We found that the provider had taken steps to ensure all staff working in the setting have an up to date paediatric first-aid certificate, to be monitored and renewed as required. The provider has taken action to improve the policy and procedures for the safe use of mobile phones, cameras and digital devices. The provider now fully understands her responsibilities to safeguard children. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

## **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).